

ORIGINAL

COMMISSIONERS
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BOB BURNS
SUSAN BITTER SMITH



0000143595

EXECUTIVE DIRECTOR

ARIZONA CORPORATION COMMISSION

March 19, 2013

To: Docket Control

RE: Global Water-Santa Cruz Water Company
Docket No. W-01212A-12-0309, SW-20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315

Please docket the attached 5 customer comments OPPOSING the above filed rate case.

Customer comments can be reviewed in E-docket under the above docket number.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission

DOCKETED

MAR 19 2013

DOCKETED BY	<i>TJM</i>
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RECEIVED
2013 MAR 19 P 2:01
ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109590

Date: 3/19/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: David G.

Yanko

Account Name: David G. Yanko

Home:

Street:

Work:

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Katherine Dombrowski

Contact Phone:

Nature of Complaint:

***** W-01212A-12-0309, SW- 20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313,
W-20446A-12-0314, W-01732A-12-0315 *****

Customer sent the following -

Dear Sir/Madam

The proposed water rate increase will create an undue burden for many residents. Please reconsider the significant increase.

Regards

David G. Yanko

Maricopa AZ

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.
End of Comments

Date Completed: 3/19/2013

Opinion No. 2013 - 109590

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109591

Date: 3/19/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

Nathan

Hicks

Account Name:

Nathan Hicks

Home: (

Street:

Work:

City:

Maricopa

CBR:

State:

AZ

Zip: 85138

is:

Utility Company.

Global Water-Santa Cruz Water Company

Division:

Water

Contact Name:

Katherine Dombrowski

Contact Phone:

Nature of Complaint:

***** W-01212A-12-0309, SW- 20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315 *****

Customer sent the following -

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

-N-

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Comments entered for the record and filed with Docket Control.
End of Comments

Date Completed: 3/19/2013

Opinion No. 2013 - 109591

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109589

Date: 3/19/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Anmar

Abed

Account Name: Anmar Abed

Home:

Street:

Work:

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Katherine Dombrowski

Contact Phone: (623) 580-9600

Nature of Complaint:

***** W-01212A-12-0309, SW- 20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315 *****

Customer sent the following -

I'm Pinal County resident and i oppose to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. These rate increases will not only increase monthly bill but it'll also lead to an increase in my HOA dues, it's not fair to be charged twice and Global water didn't calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23/ month and more than \$30/month with usage .The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition\$10 in water usage charges. Global letter to consumers even state that most will see at least \$72/year increases that means I'd be paying \$216 more in 3 years but in reality it's more like\$400 or more to the average homeowner. Global water wants 37% increase or more and incomes are not keeping up with that kind of increase. I'll be forced to make other cuts to my spending in order to pay for something that i need. This is a preventable hardship!!!

Please stop this outrageous rate increase, Global water is already making their ROI and more.

Thanks
Ammar Abed
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 3/19/2013

Opinion No. 2013 - 109589

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109584

Date: 3/18/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Richard

Dixon

Account Name: Richard & Margaret Dixon

Home:

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Katherine Dombrowski

Contact Phone:

Nature of Complaint:

From: Richard Dixon [mailto:
Sent: Sunday, March 10, 2013 12:23 PM
To: Utilities Div - Mailbox
Cc:
Subject: Global Water SW-20445A-12-0310 W-20446A-12-0314

Dear Sir/Madam,

The utility rate increase amount requested by Global Water is unfair to homeowners in the Ranch El Dorado Subdivision in Maricopa. A 25.29% rate increase for home sewer service is exorbitant. The water increase of 22.83% is also too high. In addition, the irrigation water usage charge to my HOA will go up more than 70%. Not only would I be paying Global Water over 23% more, I would also pay additionally to the HOA for community irrigation.

Global Water already makes a healthy return on its investment. Do not approve this request.

Sincerely,

Richard & Margaret Dixon

Maricopa, AZ 85138

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

From: Al Amezcua
Sent: Monday, March 18, 2013 1:58 PM
To:
Subject: RE: Global Water SW-20445A-12-0310 W-20446A-12-0314

Good morning Mr. Dixon,

Your email regarding the Global Water-Santa Cruz Water Company "Global Water" rate case will be placed on file with the Docket Control Section of the Arizona Corporation Commission ("Commission"). It will be made a part of the record and brought to the attention of the Commissioners. Your comments will be considered by the Commission before rendering a decision on "Global Water" rate case.

The concerns raised in the letters received from the customers will assist the Commission's review and investigation. This provides a comprehensive and independent analysis of the utility and its rate request. This analysis is reflected in the "Staff Report" and the resulting rate recommendation attempts to balance the interest of the company's owners and the concerns of the company's customers.

The present Commissioners and Staff are very sensitive to the burden that high utility rates can place on customers. They are doing everything within their authority to protect the consumers of Arizona. However, they are constitutionally required to permit the utility companies to earn a fair return on the fair value of the property devoted to public use. We appreciate you sharing your concerns with us.

Thank you,

Alfonso Amezcua
1200 W Washington St
Phoenix AZ 85007

End of Comments

Date Completed: 3/18/2013

Opinion No. 2013 - 109584

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2013 - 109577

Date: 3/18/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Stephen P** **Cross**

Account Name: Stephen P Cross

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ **Zip:** 00000

is:

Utility Company: **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name: Katherine Dombrowski

Contact Phone:

Nature of Complaint:

From: Cross Steve & Susie Steve & [mailto:~
Sent: Sunday, March 17, 2013 9:34 AM
To: Al Amezcua
Subject: Re: rate application global water

After retiring as an Internal Operations Manager for a federal power marketing company in 2005, similar to SWAPA in phoenix, we moved to yuma for the winters. Loved everything about arizona until a few years later when we went thru the farwest water debacle some of you might remember and are still dealing with. If you don't, look up the history of far west water in yuma. After that issue, we decided, partly because of the way that process was handled to move to maricopa in 2010. Housing at the time in Maricopa was relatively inexpensive and so we decided to NOT give up on arizona, but to just move out of yuma.

This brings me to the present day. Little did we know maricopa's water company, global water is equally as inept as farwest water and apparently even more so at managing it's resources. They are so amateurish they actually make farwest water look good!

Several things to consider:

When we first moved to maricopa, our realtor 'showed' us globals' new building. In 2010, before the new hospital and community college, it was by far the biggest and most opulent building in all of maricopa. We thought, wow the water company must have a lot of money and we knew we were moving to a great little town with a wonderful and prosperous future, if the water company was any indication.

So, could it be that maybe thru ineptitude or 'we just have to have the biggest and best building in town' thinking, that global is not worthy of even managing themselves after constructing such a wasteful and unnecessary office building? At least farwest water in yuma was just a small almost imperceivable building built for nothing more than to receive payments and keep some utility trucks stationed.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

What must it cost to keep that building going every month. I've been there many times and a building like that is so overbuilt one wonders who made that kind of decision to build. There's never anyone around, except a person behind the counter to answer questions and take payments. Some Global CEO thought he or she had to have the best office building in maricopa no matter who has to pay. So, first option...Sell the building, recoup your losses and move into a much smaller much more efficient office space. That's a good first step.

Second, as winter residents, at least for now, we leave a home up in washington state that allows us to turn off the water for 6 months, so no water charge thru the winter, but there is a sewer charge that is required. It's \$13 a month. They seem to be doing just fine and have found a way to be profitable, keep up infrastructure, respond to turn offs and turn on's in a day or two and have been doing this for 80 years! Again, what is wrong with global management in that they can't figure out what existing water companies all over the country have been doing for most of a century! They're asking for almost \$80/month for sewer service, even if we're gone for 6 months, which of course they will charge us anyway. And then a base rate for water of \$34, for a total after taxes of almost \$120/month, and we won't even be here!!

By the way, as they say in their correspondence; my words not theirs, they feel 'entitled' to make a profit. Why? Not one company I've ever been aware of has ever been guaranteed a profit. Let the market dictate. If Global can't make it, they should do as many banks, small businesses and even GM has done, GO BANKRUPT, then restructure or get bought out, maybe even by the city of maricopa, and try to make a go of it again. Maybe better efficiencies can be learned, obviously better management MUST be obtained.

When working for the US gov., I oversaw a budget of \$100 million/year, and had 900 employees across 4 states. Yes, budget cuts would inevitably come, just as they are now and we would have to cut, streamline, work smarter, work more efficiently etc., but never, never just ask for more money from congress. Why should global be treated any differently and why should they be allowed to drink further and faster from the trough of local ratepayers? They are a small business, plain and simple, lots of customers yes, not a lot of margin for errors yes, but still possible to provide a good service at a reasonable price, and still make a small profit. If they can't do it like countless other entities, let them go bankrupt!

Finally, if they're anything like farwest in Yuma, they're simply asking for the moon and know/hope they will get something between what they're asking for and what you, the commissioners feel they might 'deserve'. Hopefully you will all see thru this charade and will give a resounding "NO" to their request.

My wife and I will certainly move out of maricopa, and probably arizona for the winters if a request like is approved. Not a threat, just a fact of life for this retiree. We've come to love the sun, but there's sun in new mexico, texas or california as well. Thanks for listening and I don't envy your discussions and decisions on this.

Stephen P. Cross
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

3/18/13 Email response

From: Al Amezcua
Sent: Monday, March 18, 2013 10:19 AM
To: 'Cross Steve & Susie Steve &'
Cc: Al Amezcua
Subject: RE: rate application global water

Good morning Mr. Cross,

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Your email regarding the Global Water-Santa Cruz Water Company "Global Water" rate case will be placed on file with the Docket Control Section of the Arizona Corporation Commission ("Commission"). It will be made a part of the record and brought to the attention of the Commissioners. Your comments will be considered by the Commission before rendering a decision on "Global Water" rate case.

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Thank you,

Alfonso Amezcua
1200 W Washington St
Phoenix, AZ 85007

End of Comments

Date Completed: 3/18/2013

Opinion No. 2013 - 109577
